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Information Technology and Communication Services (ITACS)

ITACS Technology News

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# NPS Information Technology and Communications Services (ITACS) Technology News / November 2012

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## CYBERSECURITY

### Network Access Control (NAC) Update

NAC has been successfully deployed to the Library, Ingersoll, Bullard, Watkins, Halligan, Glasgow, Spanagel, and Herrmann Halls. During the first week of December all campus wireless and VPN users will need to install the SafeConnect policy key on their laptops and workstations. For those off-campus VPN users, you can download the policy key at <http://www.nps.edu/technology>. The intention is to have all wired and wireless network connections (including VPN) monitored by the NAC by the middle of December. Regular updates will be provided as feedback is received from users. Communications will continue to all leadership and technical POCs at least two weeks prior to deployment. Please pass the word to your colleagues and refer to the Security Center wiki for the latest information:

<https://wiki.nps.edu/x/TgCWBw>

NPS will undergo a Cybersecurity Inspection (CSI) next year and the NAC initiative will assist in preparing us for that inspection. ITAC appreciates your support as they work their way through NPS, building by building, user by user. The over-riding goal is to support the academic mission so if any problems are encountered that might undermine that goal, the implementation will be stopped immediately. Mission comes first, but not at the cost of mission.

### DON Revises Fax Policy on Transmitting PII

Published, November 9, 2012:

<http://www.doncio.navy.mil/ContentView.aspx?ID=4270>

The Feb. 2012 message: Department of the Navy Social Security Number (SSN) Reduction Plan Phase Three, prohibited the faxing of SSNs and other personally identifiable information (PII) in all but a few special cases. Since its release, many processes that require the faxing of PII, specifically the SSN, have been identified. To ensure that business processes continue uninterrupted to the maximum extent possible, the policy has been revised and the revised policy released.

The new [fax policy](#) states, that effective immediately, the use of fax machines to send information containing SSN and other PII by DON personnel is prohibited except under the following circumstances:

- When another more secure means of transmitting PII is not practical.
- When a process outside of DON control requires faxing to activities such as the Defense Finance and Accounting Service (DFAS), Tricare, Defense Manpower Data Center (DMDC), etc.
- In cases where operational necessity requires expeditious handling.
- When faxing PII related to internal government operations only, i.e., office phone number, rank, job title, etc.



## ENTERPRISE INFORMATION SYSTEMS

### KFS Enhancements for November 2012

During the month of November, several user experience enhancements were made to KFS thanks to the work of the KFS Functional and Technical teams.

A Contract Manager Action Tab has been added to the Purchase Order (PO). This new tab allows for improved tracking of PO status during the purchase process and provides additional visibility as to procurement status for all concerned parties including the capability to add file attachments and send ad hoc email. The following Contract Manager Action Status Descriptions are now available for selection:

- a. Purchase Card – Need more information – When this is selected the Contract Manager will be prompted to document the information that is needed and a message will be sent to the requestor.
- b. Purchase Card – Insufficient/no funds available in FASTDATA – This will send a message to the requestor – no other information needs to be provided.
- c. Purchase Card – Order placed
- d. Purchase Card – Items Arrived
- e. Purchase Card – Order Delivered
- f. Contracts – Pre-Solicitation
- g. Contracts – Solicitation
- h. Contracts – Award Evaluation
- i. Contracts – Award

- j. Purchase Requisition (PR) and Purchase Order (PO) lookup have been enhanced to include the current Contract Manager Action Status, described above, which also allows filtering PO lookup by status. PR lookup has also been enhanced to include the PO number for the PR once that PR has been assigned to a Contract Manager.
- k. Contract Manager Assignment will now generate an informational e-mail to the requestor letting them know their Purchase Requisition has been assigned to a Contract Manager and it will provide the Contract Manager name. This information will provide information to the requestors regarding their requests and will facilitate the transmission of documentation from the end user to the Accounting Division.
- l. Part number or catalog number data can now be added to the PO and PR Notes and Attachments Tab without receiving an error message regarding the appearance of PII by putting quotes around the data. **Please remember that PII should never be included in KFS.**
- m. The mechanism for KFS to generate payments against approved and final Purchase Orders, called Purchase Log, has been improved to include “sanity checks” during data entry which will eliminate data entry errors.
- n. The Extended Attributes Tab on the PO has been eliminated and the FASTDATA number now is entered exclusively in the Organization Document Number field in the Document Header. This eliminates the confusion of having two places to



potentially enter the same FASTDATA number. The format of the FASTDATA number is also now enforced to avoid data entry errors which will provide for improved reconciliation.

- o. For the Internet Explorer browser, the back arrow now works when the user is within an inline frame.

## **PARTNERSHIPS AND OUTREACH**

### **Classroom and Lab Tours**

The annual walk-through of classrooms and labs was begun this month. Spanagel and Glasgow were completed and the remaining buildings will be completed by early December. Dr. Haska does the annual inventory with Mr. Paul Minik, Mr. Thomas Blood, and Mr. Joe LoPiccolo. A summary report of the status of the classrooms is briefed to the IT Task Force and then to NPS leadership.

### **Meeting with Sean Everton**

Dr. Horvath and Dr. Haska met with Sean Everton in the CORE Lab to discuss visualization of NPS' Major Stakeholders per a suggestion made by DA Chair John Arquilla. The project will be briefed to the Institutional Advancement Advisory Council as soon as the project plan is completed.

### **Meeting with CDR Paula Travis**

Dr. Haska met with CDR Paula Travis of FNMOC to discuss possible areas of cooperative projects.

## **TECHNOLOGY ASSISTANCE CENTER**

### **La Mesa IT Support**

Ramona Reed, Personal Property Supervisor at La Mesa, requested that a member of ITACS be present on Wednesday, Nov. 14 to assist in the activation of a Citrix account for the Property Management staff, through NMCI. Caryl Rojas provided assistance to Christopher Huemer, visiting from Bremerton, Washington (Puget Sound), who is a systems analyst with NavSup Business Center. For this, they used TRIM (Total Records Information Management), selected for use by the Navy. Previously the program had been set up only on NMCI computers, so this was a test case for non-NMCI computers.

### **Help Desk Support Calls to Voicemail**

The Technology Assistance Center (Help Desk) is professionally staffed to take walk-ins and phone calls daily from 7:30 am - 5:00 pm Pacific Standard Time (PST). Email inquiries are available 24 hours a day, 7 days a week. When a Help Desk technician is not immediately available via telephone customers will be offered to leave a voicemail message. Calls or electronic mail left overnight will receive a response at the beginning of each business day. Live calls, voicemail messages and emails are responded to on a first-come-first-serve basis although technicians will pick up a live call and defer work on an email request if no other technician is available to take that call. Initial contact from a voicemail request during regular business hours should be made within 1 hour of receipt of that message in accordance with Help Desk customer-based Service Level Agreement (SLA)



The average Help Desk support calls that went to voicemail in calendar year 2011 were 50%. In January 2012, ITACS evaluated various methods of how to reduce the number of Help Desk support calls that transfer to voicemail. After careful analysis, the Technology Assistance Center (TAC) implemented a number of changes to include maximizing telephone support technicians during high volume days and hours, launching online tools allowing users to reset and unlock their passwords. Also released was a self-service software installation. Although the number of full-time TAC personnel has declined 67% since last year, the TAC was able to reverse this trend and has been answering more than 90% of all calls directly. In addition to responding to our customers immediately, technicians are frequently able to resolve problem instantaneously. This has dramatically reduced the time to completion and increased first-call resolution.

### **TAC numbers**

From November 1 through 30, 2012, the TAC received 3,845 requests for assistance, 3,061 of which were resolved by the Tier 1/Tier 2 areas. The remaining 784 requests were escalated to groups outside of TAC for specialized assistance. This number represents an 11% decrease in requests for assistance from November 2011. Requests for assistance were categorized as follows:

Phone: 2,058  
E-Mail: 1,425  
Walk-in: 314  
Web: 0  
Technician: 48

This month, 92% of all calls were resolved within the SLA. Those that were carried over are awaiting parts or are pending information from the customers